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April 6, 2004

OFFICE OF
DEFECTS INVESTIGATION



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George H. Person
Chief, Recall Management Division, Office of Defects
Investigation Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Room 5326
Washington, D.C. 20590

RE: 04E-022
Durakon Industries

Dear George:

In accordance with § 573.6(c)(9), I am enclosing a representative copy of each of the documents related to the above-captioned campaign that recently were sent by Durakon Industries to more than one dealer, distributor, customer, or other entity.

Please let me know if you need any additional information.

Sincerely,

Erika Z. Jones / ACS

Erika Z. Jones

Enclosure

Contact: Chuck Dohrenwend
Chris Tofalli
Broadgate Consultants, Inc.
212-232-2222

For Immediate Release

Durakon Announces Voluntary Recall for Over Rail Bedliners on Chevrolet Silverado and GMC Sierra Vehicles

Lapeer, MI, April 1, 2004 – Durakon Industries, in cooperation with the National Highway Traffic Safety Administration (NHTSA), is recalling approximately 8,000 over-rail bedliners on 1999–2004 Model Year Chevrolet Silverado and GMC Sierra pickup trucks in order to change the system that fastens the bedliner to the bed of the pickup truck.

The company is not aware of any reported cases of injury or property damage as a result of the current fasteners not performing. Because of the possibility that the bedliner can dislodge from the vehicle, the company is taking this precaution in order to assure the continued integrity and performance of the products.

Durakon is advising anyone who may have purchased either an AllStar or Patriot overrail bedliner since August 1, 2003 that was installed in a 1999 to 2004 Model Year Chevrolet Silverado or GMC Sierra pickup truck to return to an authorized Durakon dealer so that the bedliner can be inspected, and if any product replacement is necessary, it will be completed at no cost to the customer.

Going forward, a new fastening system will be used in the installation of all AllStar and Patriot overrail bedliners.

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PIB #: 200407A

DATE: March 29, 2004

SUBJECT: Chevy Silverado/GMC Sierra Over Rail Installation Notification
******Update******

Durakon has recently determined that some fasteners used with its AllStar and Patriot brand overrail bedliners for Chevrolet Silverado and GMC Sierra pickup trucks may not properly secure the bedliner to the pickup truck bed. As a result of this determination, Durakon is no longer authorizing the use of old style toggle wing fasteners for overrail AllStar and Patriot bedliners purchased since August 1, 2003 for Chevrolet Silverado and GMC Sierra pickup trucks.

To ensure the utmost consumer safety protection, Durakon contacted and reported this issue to the National Highway Traffic Safety Administration (NHTSA). It is essential that we reach consumers who may have the affected overrail bedliners installed in their vehicles. Part of our actions will be to collect and report statistical information to NHTSA, which includes the consumer contact information.

1. Durakon Distributors with retail operations: Please furnish to Durakon a list of your consumers that purchased one of the affected liners from you. Durakon will contact the consumer and arrange for the consumer to re-visit you for liner evaluation.
 2. Durakon Distributors with wholesale operations: Please furnish to Durakon a list of retailers to whom you sold the affected units. Durakon will contact the retailers and work with them to contact their consumers. A separate notification will be sent to your retailers describing procedures to follow, should they be contacted by consumers or have bedliners in current inventory.
- OR
3. Durakon will supply you with the necessary materials to reach the end consumer. You may choose to contact either your direct consumers or your retailers using your own staff. In either case, Durakon requires that our documents be used in the process.

Reaching and educating the end consumer and ensuring the highest level of safety via correct labeling and installation is our ultimate goal.

Your Sales and/or Customer Support Representative will be in contact with you to determine the best method of consumer contact for your organization.

Additional copies of this Product Information Bulletin and additional information are available by contacting Customer Support at (800) 833-4200 during normal business hours.
Form #163 (A) 11/93

The remaining units in your current inventory will be safe for usage on trucks from the 1999 to 2002 model years, with "remedy" installation kits. To ensure no mistakes are made, Durakon will provide each distributor with new installation kits and labels for each bedliner currently in your inventory:

Durakon will ship new labels advancing the AllStar to a "C" suffix (2000962C and 2000963C) and the Patriot to an "A" suffix (3000962A and 3000963A). (Durakon will also ship the appropriate number of new 1206873 and 1206874 installation kits to match inventory.) These labels will call for the following new liner kits as indicated below:

0250962C	Chevrolet Silverado 99-02	AllStar	6.5'
2000962C	Liner		
0180086B	Tailgate		
1206873	Liner Kit		
1206835	Tailgate Kit		
0250963C	Chevrolet Silverado 99-02	AllStar	8'
2000963C	Liner		
0180086B	Tailgate		
1206874	Liner Kit		
1206835	Tailgate Kit		
0350962A	Chevrolet Silverado 99-02	Patriot	6.5'
3000962A	Liner		
0190086	Tailgate		
1206873	Liner Kit		
1206835	Tailgate Kit		
0350963A	Chevrolet Silverado 99-02	Patriot	8'
3000963A	Liner		
0190086	Tailgate		
1206874	Liner Kit		
1206835	Tailgate Kit		

Once you receive new labels, place the new label directly over the existing label on the bedliner to ensure that the correct installation kit is used and that the bedliner is only installed on 1999 to 2002 Model Year pickup trucks. Once the label is placed on the bedliner, fill out the blue registration card supplied with each remedy kit and return it to Durakon indicating that the liner evaluation/correction has been made.

Going forward, Durakon has released new part numbers for the AllStar and Patriot versions of Chevy Silverado/GMC Sierra overrail bedliners. The new overrail bedliners will utilize the keylock method of installation. The new bedliners will fit the entire range of model years from 1999 to 2004.

Additional copies of this Product Information Bulletin and additional information are available by contacting Customer Support at (800) 933-4200 during normal business hours.
Form #165 (A) 11/95

As of March 23, 2004 the following applications are immediately released for 1999 to 2004 installation:

0250982A	Chevrolet Silverado 99-04	Allstar	6.5'
	2000982A	Liner	
	0180086B	Tailgate	
	1206863	Liner Kit	
	1206835	Tailgate Kit	
0250983A	Chevrolet Silverado 99-04	Allstar	8'
	2000983A	Liner	
	0180086B	Tailgate	
	1206845	Liner Kit	
	1206835	Tailgate Kit	
0350982A	Chevrolet Silverado 99-04	Patriot	6.5'
	3000982A	Liner	
	0180086B	Tailgate	
	1206863	Liner Kit	
	1206835	Tailgate Kit	
0350983A	Chevrolet Silverado 99-04	Patriot	8'
	3000983A	Liner	
	0180086B	Tailgate	
	1206845	Liner Kit	
	1206835	Tailgate Kit	

Summary

See EXHIBIT 1. If the pickup truck has an AllStar or Patriot overrail bedliner that utilizes a camlock side wall fastening system as shown in EXHIBIT 3., no action is required to replace either the fastening system or the bedliner. However, a green registration card should be completed and returned to Durakon showing that the bedliner was inspected. Green registration cards can be obtained from Durakon by calling 1-800-933-4200.

If the pickup truck has an AllStar or Patriot overrail bedliner that utilizes a toggle lock top rail fastening system as shown in EXHIBIT 3., the following procedures should be followed:

1) For liners installed in 1999-2002 vehicles: See EXHIBIT 1. Durakon will send extra "remedy" kits, liner labels and consumer registration cards. The liner should be lifted, new label attached, and re-installed using the new installation kit. The white registration card should be completed and returned to Durakon indicating that the liner evaluation/correction has been made.

2) For liners installed in 2003-04 vehicles and for FUTURE 2003-2004 sales: See EXHIBIT 1. These vehicles require the newly released keylock bedliners. Again, ALL consumers that received bedliners since August 1, 2003 must be contacted for liner evaluation/exchange. (Note: Liners

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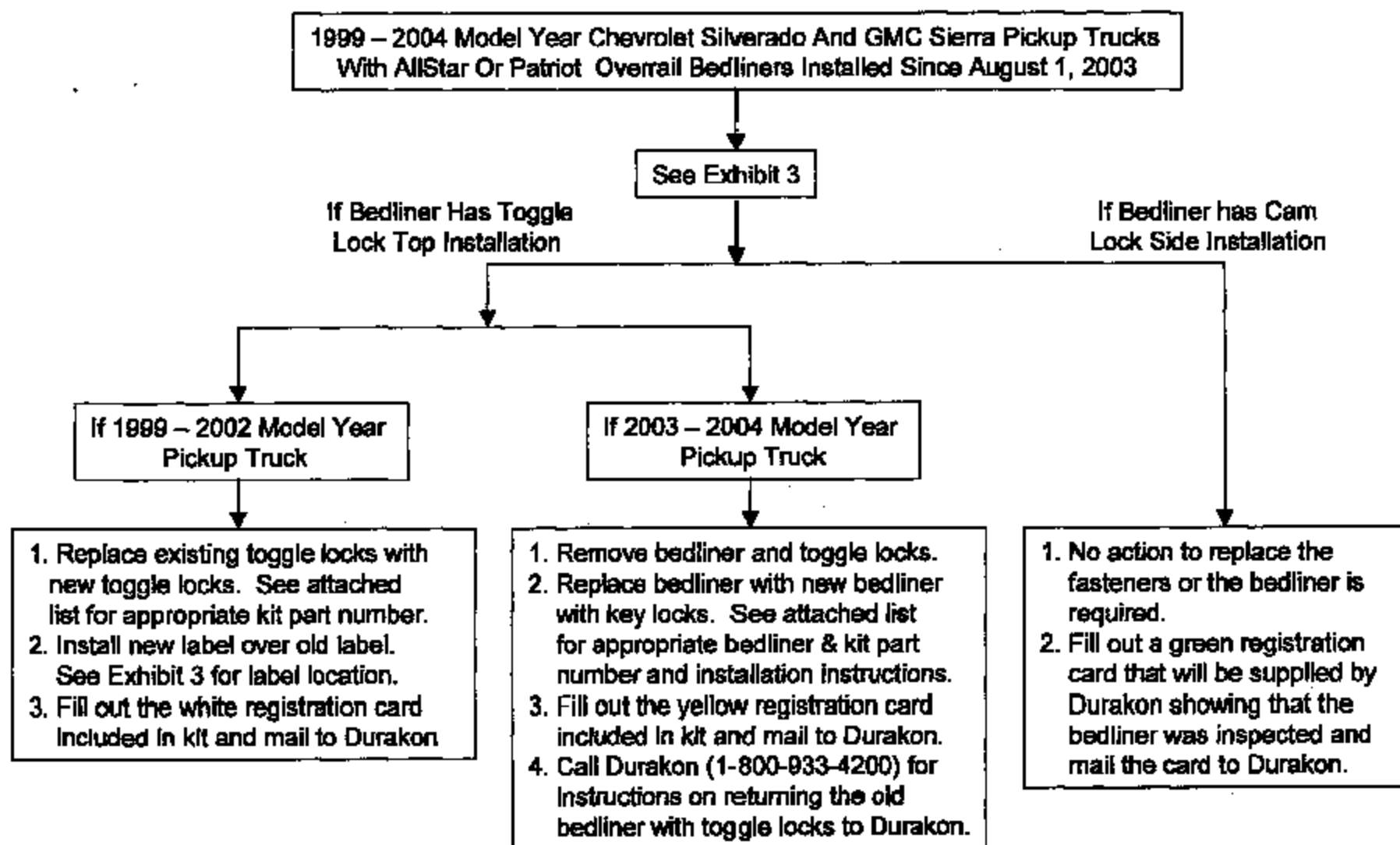
Form #165 (A) 11/95

produced prior to August 1, 2003 used camlock installation. No action is required in those cases). The yellow registration card should be completed and returned to Durakon indicating that the liner evaluation/correction has been made.

3) For liners in your CURRENT Inventory: See EXHIBIT 2. Durakon will send new labels and new kits to distributors to cover their existing inventory. The instruction is to put the new label over the existing label. The new label indicates that the part is only good for 1999-2002 vehicles and it requires new kits for installation. The blue registration card should be completed and returned to Durakon indicating that the liner evaluation/correction has been made.

The entire Durakon Team would like to thank each of you for your patience, understanding and support. If we can be of assistance to you and/or staff during the customer contact, part number and attachment changes, or any part of this process, please do not hesitate to contact Durakon Customer Support at 1-800-933-4200.

Instructions For Bedliners Currently Installed In Vehicles



Instructions For Bedliners Currently In Customer Inventory

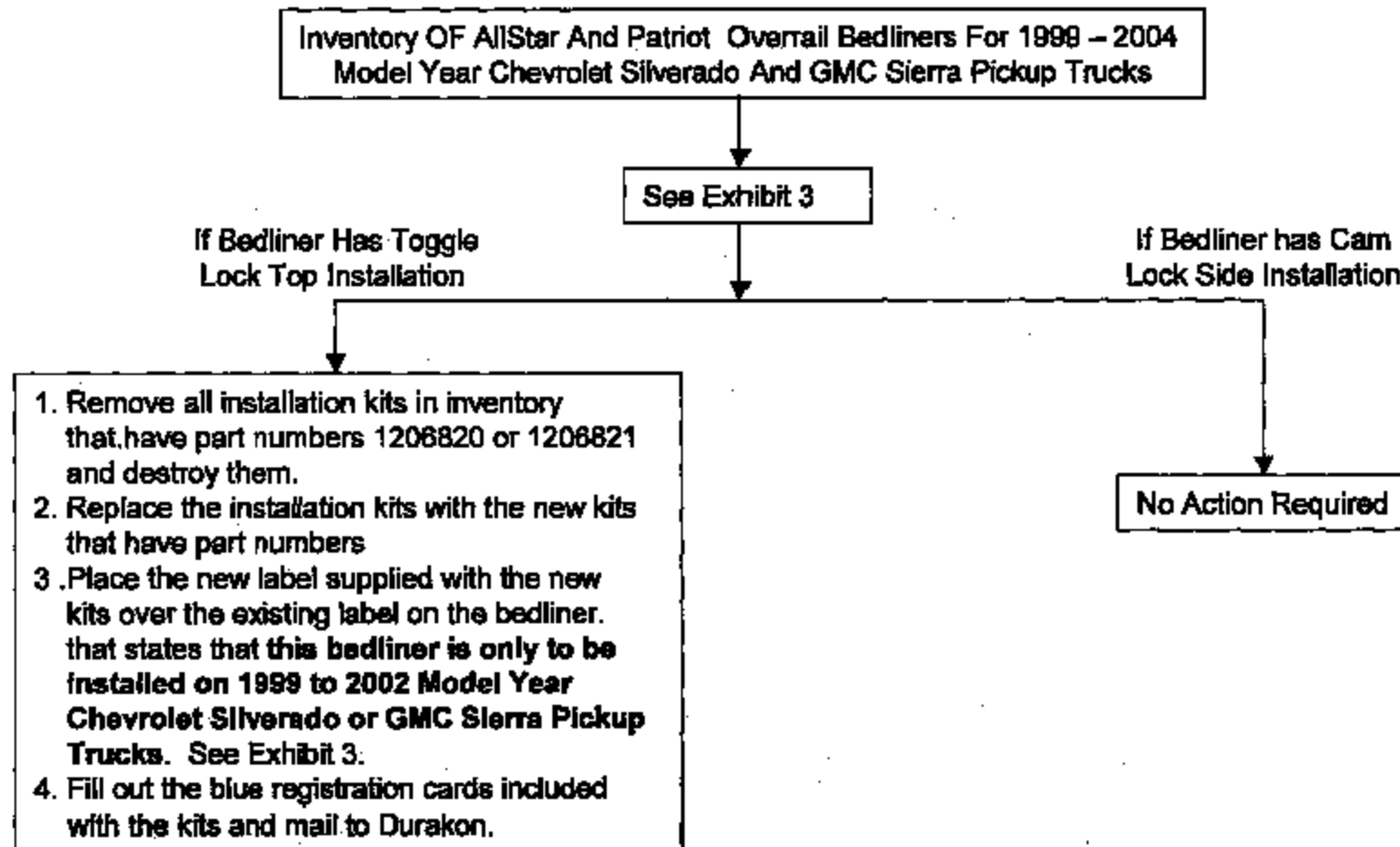


EXHIBIT 3

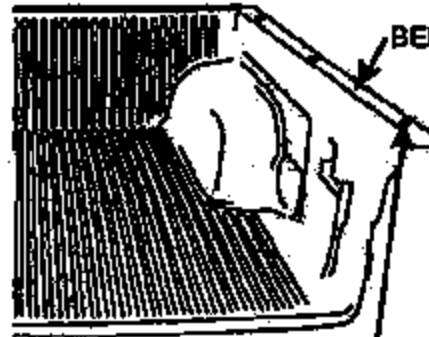
BEDLINER DRAWING

BEDLINER
SIDE WALL



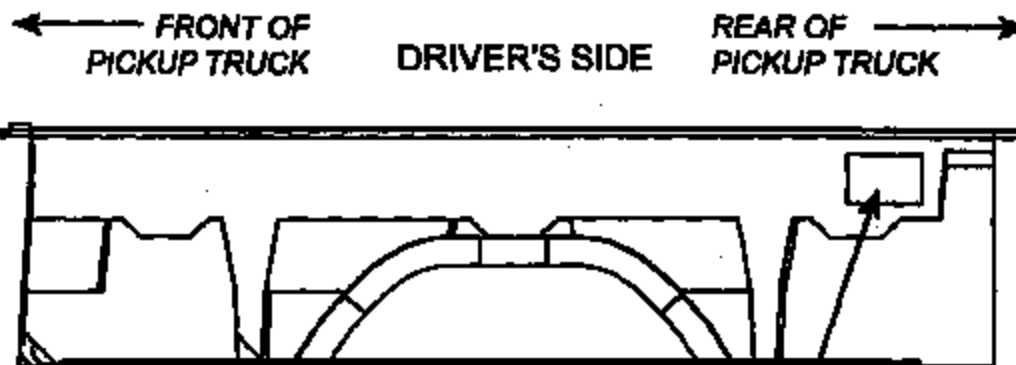
If the bedliner has CamLock side installation on both side walls, no action is required.

BEDLINER RAIL



If the bedliner has Toggle Lock top installation on the top of both rails, corrective action is required.

LABEL PLACEMENT



LABEL PLACEMENT IS ON THE OUTSIDE OF THE BEDLINER THAT IS AGAINST THE PICKUP TRUCK SHEET METAL.

Dear Valued Durakon Dealer:

Durakon has recently determined that some fasteners used with its AllStar and Patriot brand overrail bedliners for Chevrolet Silverado and GMC Sierra pickup trucks may not properly secure the bedliner to the pickup truck bed. As a result of this determination, Durakon is no longer authorizing the use of old style toggle wing fasteners for overrail AllStar and Patriot bedliners purchased since August 1, 2003 for Chevrolet Silverado and GMC Sierra pickup trucks.

To ensure the utmost consumer safety protection, Durakon contacted and reported this issue to the National Highway Traffic Safety Administration (NHTSA). It is essential that we reach consumers who may have the affected overrail bedliners installed in their vehicles. Part of our actions will be to collect and report information to NHTSA, which includes the consumer contact information.

Please furnish to Durakon a list of customers that you sold AllStar and Patriot overrail bedliners to for Chevrolet Silverado and GMC Sierra pickup trucks since August 1, 2004. Durakon will send them information on action they should take regarding this matter. Reaching and educating the end consumer and ensuring the highest level of safety via correct labeling and installation is our ultimate goal.

To insure that the correct parts are to be used for any of the affected bedliners that you may currently have in your inventory, please follow the procedures outlined below:

Any remaining units in your current inventory will be safe for usage on trucks from the 1999 to 2002 model years, with "remedy" installation kits. To ensure no mistakes are made, Durakon will provide you with new installation kits and labels for each bedliner currently in your inventory. Please contact Durakon Industries Customer Support Team at 1-800-933-4200 with kit/label requirements. The following procedure should be used for checking bedliners you may have in your current inventory:

New labels advancing the AllStar to a "C" suffix (2000962C and 2000963C) and the Patriot to an "A" suffix (3000962A and 3000963A) have been created. These labels will call for the following new liner kits as indicated below:

0250962C	Chevrolet Silverado 99-02	AllStar	6.5'
2000962C	Liner		
0180086B	Tailgate		
1206873	Liner Kit		
1206835	Tailgate Kit		
0250963C	Chevrolet Silverado 99-02	AllStar	8'
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0180086B	Tailgate		
1206874	Liner Kit		
1206835	Tailgate Kit		
0350962A	Chevrolet Silverado 99-02	Patriot	6.5'
3000962A	Liner		

	0190086	Tailgate		
	1206873	Liner Kit		
	1206835	Tailgate Kit		
0350963A	Chevrolet Silverado 99-02	Patriot	8'	
	3000963A	Liner		
	0190086	Tailgate		
	1206874	Liner Kit		
	1206835	Tailgate Kit		

See EXHIBIT 2. Once you receive new labels, place the new label directly over the existing label on the bedliner to ensure that the correct installation kit is used and that the bedliner is only installed on 1999 to 2002 Model Year pickup trucks. Once the label is placed on the bedliner, fill out the blue registration card supplied with each remedy kit and return it to Durakon indicating that the liner evaluation/correction has been made.

Going forward, Durakon has released new part numbers for the AllStar and Patriot versions of Chevy Silverado/GMC Sierra overrail bedliners. The new overrail bedliners will utilize the keylock method of installation. The new bedliners will fit the entire range of model years from 1999 to 2004. Please continue to contact your current bedliner distributor for future bedliner requirements.

As a courtesy, we've listed the new bedliner numbers:

0250982A	Chevrolet Silverado 99-04	Allstar	6.5'
	2000982A	Liner	
	0180086B	Tailgate	
	1206863	Liner Kit	
	1206835	Tailgate Kit	
0250983A	Chevrolet Silverado 99-04	Allstar	8'
	2000983A	Liner	
	0180086B	Tailgate	
	1206845	Liner Kit	
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	1206835	Tailgate Kit	
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	3000983A	Liner	
	0180086B	Tailgate	
	1206845	Liner Kit	
	1206835	Tailgate Kit	

If you are contacted by consumers who purchased an AllStar or Patriot overrail bedliner since August 1, 2003 for Chevrolet Silverado or GMC Sierra pickup trucks, the following procedures

should be followed to check that the bedliner has the proper fastening system and if a new fastening system or new bedliner is required.

See EXHIBIT 1. If the pickup truck has an AllStar or Patriot overrail bedliner that utilizes a camlock side wall fastening system as shown in EXHIBIT 3., no action is required to replace either the fastening system or the bedliner. However, a green registration card should be completed and returned to Durakon showing that the bedliner was inspected. Green registration cards can be obtained from Durakon by calling 1-800-933-4200.

If the pickup truck has an AllStar or Patriot overrail bedliner that utilizes a toggle lock top rail fastening system as shown in EXHIBIT 3., the following procedures should be followed:

1) For liners installed in 1999-2002 vehicles: See EXHIBIT 1. Durakon will send extra "remedy" kits, liner labels and consumer registration cards. The liner should be lifted, new label attached, and re-installed using the new installation kit. The white registration card should be completed and returned to Durakon indicating that the liner evaluation/correction has been made.

2) For liners installed in 2003-04 vehicles and for FUTURE 2003-2004 sales: See EXHIBIT 1. These vehicles require the newly released keylock bedliners. Again, ALL consumers that received bedliners since August 1, 2003 must be contacted for liner evaluation/exchange. (Note: Liners produced prior to August 1, 2003 used camlock installation. No action is required in those cases). The yellow registration card should be completed and returned to Durakon indicating that the liner evaluation/correction has been made. Please contact Durakon at 1-800-933-4200 for instructions on receiving a free replacement bedliner and obtaining a RGA form so that the old bedliner can be returned to Durakon.

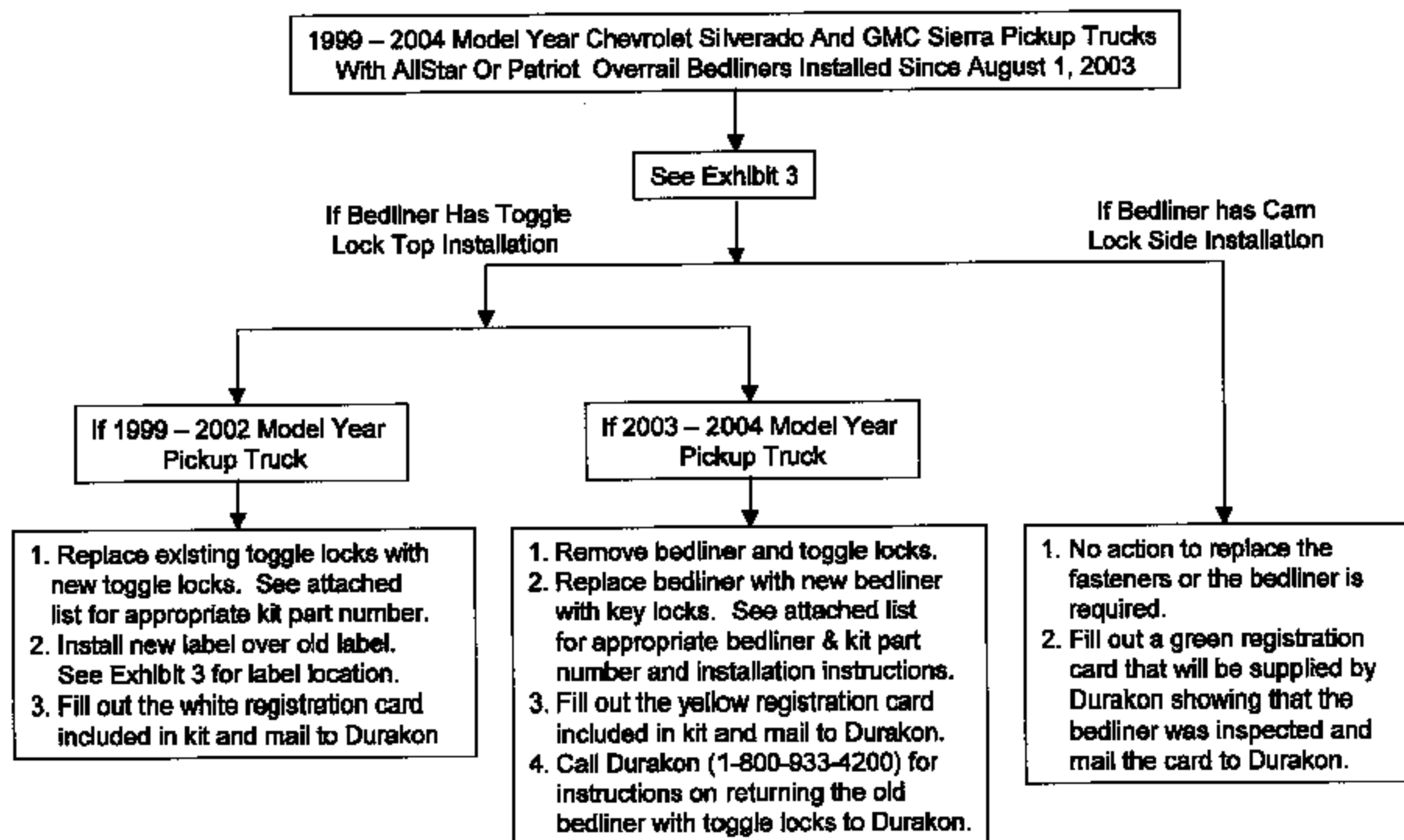
The inspection, replacement of fasteners or replacement of the bedliner must be done at no cost to the customer.

Your patience, understanding and support are appreciated. If we can be of assistance to you and/or staff during the customer contact, part number and attachment changes, or any part of this process, please do not hesitate to contact Durakon Customer Support at 1-800-933-4200.

Sincerely,

Durakon Industries, Inc.

Instructions For Bedliners Currently Installed In Vehicles



Instructions For Bedliners Currently In Customer Inventory

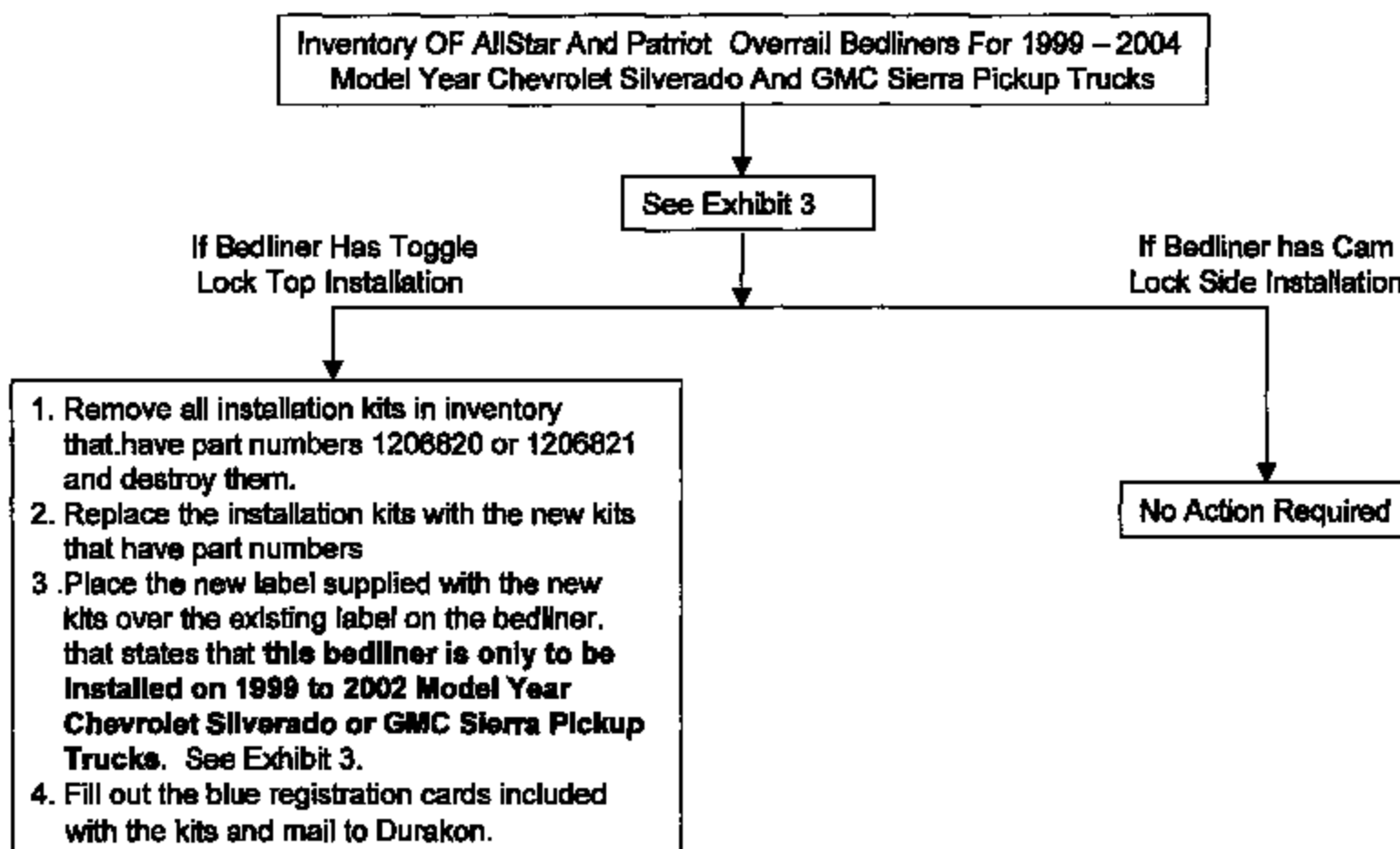
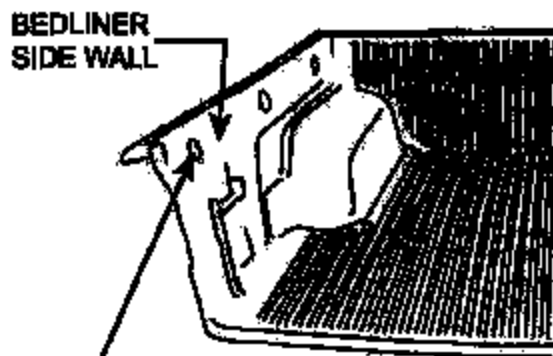
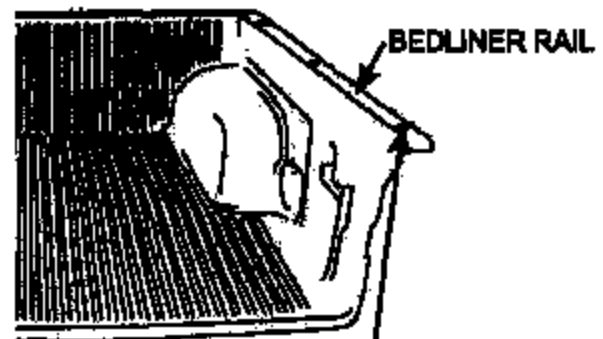


EXHIBIT 3

BEDLINER DRAWING

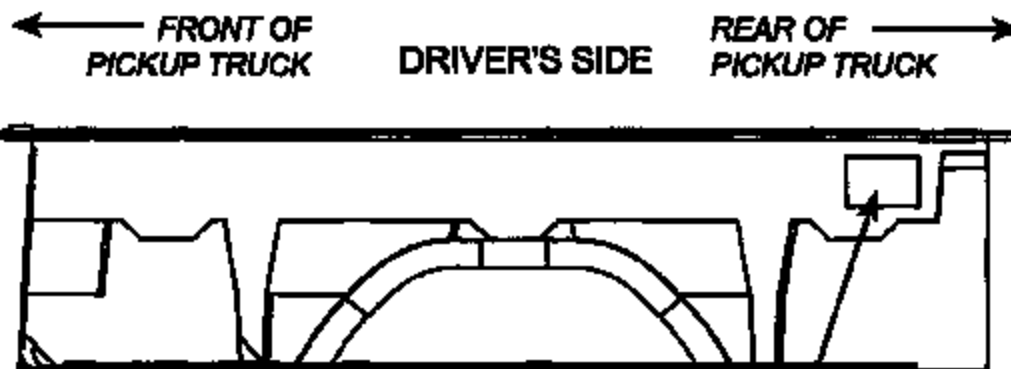


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